

CLAIMS

What is claimed is:

- 1 1. A method of queuing requests for services through a communication
2 network having a limited amount of resources for processing such requests
3 comprising the steps of:
4 receiving a request from a remote user for services through the
5 communication network;
6 establishing a connection between the remote user and the
7 communication network if it is determined that a sufficient amount of
8 resources are available to process the request; and
9 sending a signal to the remote user if it is determined that a sufficient
10 amount of resources are not available to process the request and queuing the
11 remote user once a sufficient amount of resources are available to process the
12 request.
- 1 2. The method of claim 1, further comprising the steps of receiving a
2 second request from the remote user in response to the queuing of the remote
3 user and establishing a connection between the remote user and the
4 communication network.
- 1 3. The method of claim 2, wherein the connection between the remote
2 user and the communication network is established over an internet.

09325308

1 4. The method of claim 2, wherein the connection between the remote
2 user and the communication network is established over a LAN.

1 5. The method of claim 2, wherein the connection between the remote
2 user and the communication network is established over a telephone line.

1 6. The method of claim 2, wherein the connection is established only if
2 the second request is received from the remote user within a predetermined
3 interval.

1 7. The method of claim 2, further comprising the step of giving the
2 remote user priority over other users.

1 8. The method of claim 1, wherein the signal includes a message to the
2 remote user indicating that a connection will not be immediately established.

1 9. A method of improving the quality of service for a communications
2 network, comprising the steps of:
3 receiving requests from a plurality of remote devices for access to the
4 communications network;
5 establishing connections between the communications network and a
6 first group of the remote devices;

7 sending a signal to the remaining remote devices for which a
8 connection is not established indicating that a connection was not established;
9 queuing at least some of the remaining remote devices at a later time.

1 10. The method of claim 9 further comprising the step of establishing a
2 connection between the communications network and the queued remote
3 devices.

1 11. The method of claim 10 wherein the step of establishing a connection
2 between the communications network and the queued remote devices is only
3 performed for remote devices which respond to the queue

1 12. A method of queuing requests to access to a server having software
2 with a set number of available licenses comprising the steps of:
3 receiving requests for access to software on the server from a plurality
4 of remote users;
5 allowing access to the software on the server to some of the plurality of
6 remote users such that the number of remote users allowed access does not
7 exceed the set number of available licenses;
8 placing the remainder of the plurality of remote users in a queue;
9 queuing remote users as licenses become available; and
10 allowing access to the software on the server to the queued remote
11 users.

1 13. The method of claim 12, further comprising the step of sending a
2 message to the remote users that are placed in the queue

1 14. The method of claim 13, wherein each of the queued remote users is
2 allowed access to the software on the server only after the remote user
3 responds to the queue

1 15. The method of claim 12, wherein the remote users in the queue are
2 prioritized based on when the requests are received.

1 16. A method of queuing requests by remote systems to access a web server
2 comprising the steps of:
3 receiving requests by remote systems to access to the web server;
4 establishing connections between the web server and a limited number
5 of the remote systems;
6 sending a message to the remaining remote systems that a connection
7 is not available; and
8 queuing at least one of the remaining remote systems once a
9 connection between the web server and the queued remote system is
10 available.

1 17. The method of claim 16, further comprising the steps of determining
2 an IP address of each of the remote systems requesting access to the web
3 server.

1 18. The method of claim 17, wherein the remaining remote systems are
2 queued using the determined IP addresses.

1 19. The method of claim 16, further comprising the step of establishing a
2 connection with at least one of the remaining remote systems.

1 20. The method of claim 19, wherein the step of establishing a connection
2 with at least one of the remaining remote systems is performed only if the at
3 least one of the remaining remote systems responds to the queue.

add
a1
add
B1